

What is claimed is:

1. A method of providing Web-based directory services to establish a voice communication session with an IP-based telephone, said method comprising the steps of:

5 populating a database with directory entries, each entry being associated with an entity and including information relating to establishing a voice communication session with the entity;

 receiving, in an Internet accessible server in communication with the database, a user request to provide directory information, wherein the request includes an address to which
10 the requested information may be sent;

 transmitting directory information from the server to the address included in the request, the directory information including at least one directory entry;

 receiving in the server a request to establish a voice communication session with the entity associated with the at least one directory entry;

15 determining a manner of establishing voice communication with the user; and
 initiating the requested voice communication session using a conferencing system coupled to the server by initiating a call to at least one of the entity and the user.

2. The method of claim 1, wherein the initiating step includes the steps of:

20 first initiating a voice call to the user;

 waiting until the call to the user has been terminated at a user device; and

 initiating a voice call to the entity.

3. The method of claim 2, further comprising the steps of:
determining that the voice call to the entity has not been terminated within a
predetermined time period; and
transmitting a message to the user indicative of the non-responsiveness of the
5 entity.

4. The method of claim 3, wherein the message is an audio message transmitted to
the user via the voice call terminated at the user device.

10 5. The method of claim 3, wherein the message is transmitted to the user via the
Internet.

6. The method of claim 1, further comprising the step of monitoring the voice
communication session, if any, to determine when the voice call to any party has been ended.

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7. The method of claim 6, further comprising the step of ending the voice calls to all
parties upon determining that the voice call to any party has been ended.

8. The method of claim 7, further comprising the step of transmitting a query to each
20 party, if any, for which a voice call is still in progress asking if the remaining voice calls, if any,
should be terminated.

9. The method of claim 1, further comprising the step of transmitting, prior to the step of transmitting directory information from the server, a request for information relating to the user.

5 10. The method of claim 9, wherein the requested information relating to the user includes a password.

11. The method of claim 9, further comprising the step of receiving information in response to the request for user-related information.

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12. The method of claim 11, wherein the directory information transmitting from the server varies as a function of the information received in response to the request for user-related information.

15 13. The method of claim 1, wherein the step of determining a manner of establishing voice communication with the user comprises the steps of transmitting a query to the user and receiving a response.

14. The method of claim 1, wherein the step of determining a manner of establishing
20 voice communication with the user comprises the steps of transmitting a query to a database in the user and receiving a response.

15. The method of claim 1, further comprising that step of storing billing information relating to the voice communication session, if any, so that at least one of the entity and the user can be billed for charges incurred, if any.

5 16. A system for providing Web-based directory services in response to a request from a user to establish a voice communication session with an IP-based telephone, comprising:
a server in communication with Internet for receiving requests for the Web-based directory services and for transmitting directory information to the user;
a database in communication with the server for storing information relating to at
10 least one Web-based directory, the Web-based directory including an IP address for establishing voice contact relating to at least one entity; and
a conferencing system for placing a voice call to the user and to the at least one entity in response to a user request in an attempt to establish a voice communication session between the user and the entity.

15 17. The system of claim 16, wherein the system monitors the voice communication session, if any, to determine when it ends.

18. The system of claim 17, wherein the at least one entity is allowed to alter
20 information relating to it that is stored on the database.

19. The system of claim 17, wherein the system verifies the identity of the user prior to placing a voice call to the at least one entity.

20. The system of claim 17, wherein the system verifies the identity of the user prior to transmitting directory information to the user.

21. The system of claim 16, wherein the Web-based directory includes information
5 relating to a plurality of entities.

22. The system of claim 21, wherein the conferencing system is for placing a voice call to the user and to each of a selected number of the plurality of entities to establish a voice communication session between the user and the selected entities.
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23. The system of claim 22, wherein the selected number of the plurality of entities is selected by the user.

24. The system of claim 16, wherein the IP-based telephone is operable according to
15 the session initiation protocol (SIP).

25. A server for providing Web-based directory services for permitting a user to establish a voice communication session with IP-based telephones in response to user requests, said server for communicating with a database for storing at least one Web-based directory, the at least one Web-based directory comprising information relating to at least one entity, wherein
5 the Web-based directory server further for communicating with a conferencing system, the conferencing system for placing a voice call to the user and to the at least one entity in attempt to establish a voice communication session between the user and the at least one entity.